

KEY PERFORMANCE INDICATORS

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Key performance indicators	division	2004/05	2005/06	% change	Expected Trend	Key performance indicators	division	2004/05	2005/06	% change	Expected Trend
Customer/community						Total debt to total assets (actual)	LPI	112%	59%	-47%	↓
Land title transactions registered	LPI	806,965	810,037	0.4%	→	Profit margin	LPI	11%	61%	455%	→
Plans registered	LPI	13,181	11,912	-10%	→	Revenue	SCS	\$6.4m	\$7.7m	20%	→
Copies of land title related documents supplied to customers	LPI	4.25m	4.27m	0.5%	→	- Consult	SCS	\$7.0m	\$7.3m	4%	→
Boundary determinations	LPI	17	16	-6%	→	- Works	SCS	\$3.2m	\$3.3m	3%	→
New land valuations issued to Office of State Revenue	LPI	2.4m	2.4m	-	→	- Operations					
New land valuations issued for rating purposes	LPI	683,000	817,000	20%	→	Internal processes					
Supplementary valuations issued	LPI	46,806	41,987	-10.3%	→	Hectares treated with conservation earthworks	SCS	32,536ha	23,375ha	-28%	→
Land valuation objections received	LPI	16,515	11,000	-33%	→	No. of projects undertaken	SCS	216	263	22%	→
Land valuation objections processed	LPI	10,179	14,400	41%	→	- Consult	SCS	795	700	-12%	↑
Percentage of land valuations changed as a result of objection	LPI	29%	36%	24%	→	- Works	SCS	24	33	37%	↑
Survey enquiries (including SCIMS searches)	LPI	88,081	78,970	-10%	→	- Operations					
Number of formal customer complaints	SCS	4	3	-25%	→	Number of weed control projects supported by Crown Lands	CL	120	100	-16%	→
Number of new clients	SCS	22	25	14%	↑	New survey marks established or replaced	LPI	8,821	5,429	-38%	→
- Consult	SCS	269	226	-16%	↑	Updates to the Digital Cadastral Database	LPI				
- Works	SCS	5	6	20%	↑	- Polygons	LPI	56,009	185,926	232%	→
- Operations	SCS					- Legal parcels	LPI	49,804	133,857	169%	→
Percentage of perpetual leases converted	CL	-	36.48%	-	→	Feature changes to Digital Topographic Database	LPI	1.83m	.89m	-51%	→
Percentage of enclosure permits granted	CL	-	22.57%	-	→	Aerial photographs	LPI	16,166	13,785	-15%	→
Number of Community Trust Boards	CL	658	661	0.5%	→	LPI aircraft flying hours (for aerial photography)	LPI	387	413	7%	→
New State Parks established	CL	-	1	-	↑	Land parcels converted to Torrens Title	LPI				
New Regional Reserves established	CL	-	3	-	↑	- Old System	LPI	4,577	7,905	73%	↓
No. of internet feedback requests (monthly av.)	Dept/ ICS	285	232	-19%	↓	- Manual Torrens (excl. lease folios)	LPI	2,333	31,119	1,2334%	↓
No. of hits on website (monthly av.)	Dept/ ICS	1.8m	2.3m	28%	↑	Learning and growth					
Financial						Number of employees as at 30 June	Dept/ ICS	1,427	1,453	2%	→
Revenue from administered activities	Dept.	\$115.4m	\$91.5m	-21%	→	Average age of employees	Dept/ ICS	45	46.49	3%	↓
Total value of assets	Dept.	\$116.8m	\$140.7m	16%	↑	% of staff who identify as being of NESB	Dept/ ICS	15.3%	15.2%	-0.6%	→
Maintenance costs as a % of asset value	Dept.	3%	2%	-33%	↑	Women as a % of total staff as at 30 June	Dept/ ICS	36.5%	36.3%	-0.5%	→
Value of Crown land sold in support of regional economies	CL	\$54.2m	\$48.51m	-10%	→	Internal courses – number of staff attending	Dept/ ICS	429	643	50%	↑
Revenue collected as an administrative activity on behalf of the Crown entity	CL	\$45.57m	\$65.73m	44%	↑	External courses – number of staff attending	Dept/ ICS	261	562	115%	↑
Operating profit before income tax	LPI	\$17m	\$94.5m	458%	→	No. of significant committees and statutory bodies involving Lands representatives	Dept/ ICS	29	65	124%	→
Return on assets	LPI	12%	69%	475%	→	Research partnerships	Dept/ICS	6	5	17%	→

SCS – Soil Conservation Service Division
 LPI – Land and Property Information Division
 CL – Crown Lands Division
 Dept. – Department of Lands
 ICS – Intellectual Capital Statement measure